

FAST Track 3090-0297-Instrument
(Req-4)

GSS AO Supplier Relationship Management Survey –Email

Date: [Date of distribution]
To: [supplier email address]
From: feedback@gsa.gov

Subject: Please take the 2016 General Services Administration's Supplier Survey!

OMB No: 3090-0297
Expires 07/31/2019

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 6 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Ms. Flowers/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

It's here, GSA's 2016 Supplier Survey – click [here](#) and take it today!

Each year, we request feedback from suppliers on how GSA is serving our industry partners by filling out this 6 minute survey. Input from you helps us improve our acquisition processes, procedures, policies, and education.

Begin the Supplier Survey Now

Don't miss out on the opportunity to give us your feedback. Don't let your company go under represented. If you have any questions about the survey or issues in completing it, please don't hesitate to contact surveys@gsa.gov.

Thank you for your feedback,

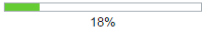
Thomas Sharpe
Commissioner, GSA's Federal Acquisition Service

To take the survey:

Click the following URL, or the button above, or paste the address into your web browser.

<http://www.weblink specific to the supplier>

GSS AO Supplier Relationship Management Survey



1. **(*Required)** Which of the following groups of Schedules do you primarily use or conduct business with? (Select the one group that best applies)

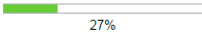
- Administrative and Office Support**
 - Schedule 67 Cameras, Photographic Printers, and Related Supplies and Services
 - Schedule 75 Office Products/Supplies and Services and New Products Technology
 - Schedule 76 Publication Media
 - Schedule 738X Human Resources and Equal Employment Opportunity Services
 - Schedule 811B Shipping, Packaging and Packing Supplies and Services
 - Schedule 736 Temporary and Administrative Professional Staffing (TAPS)
- Integrated Workplace Acquisition**
 - Schedule 36 Office, Imaging and Document Solutions
 - Schedule 55-I Professional Audio/Visual, Telecommunications and Security Solutions
 - Schedule 71 Furniture
 - Schedule 71-II-K Comprehensive Furniture Management Services
 - Schedule 72 Furnishings and Floor Coverings
 - Schedule 79 Sports, Promotional, Outdoor, Recreation, Trophies & Signs (SPORTS)
- Facilities Maintenance and Hardware**
 - Schedule 03FAC Facilities Maintenance and Management
 - Schedule 51 V Hardware Superstore
- General Supplies and Building Services**
 - Schedule 56 Buildings and Building Materials/Industrial Services and Supplies
 - Schedule 66 Scientific Equipment and Services
 - Schedule 73 Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals, and Services
 - Schedule 84 Total Solutions for Law Enforcement, Security, Facilities Management, Fire Rescue, Clothing, Marine Craft and Emergency/Disaster Response
- Professional Services**
 - Schedule 00CORP The Consolidated Schedule
 - Schedule 520 Financial and Business Solutions (FABS)
 - Schedule 541 Advertising and Integrated Marketing Solutions (AIMS)
 - Schedule 738 II Language Services
 - Schedule 871 Professional Engineering Services
 - Schedule 874 Mission Oriented Business Integrated Services (MOBIS)
 - Schedule 874 V Logistics Worldwide (LogWorld)
 - Schedule 899 Environmental Services
- N/A**

[« Back](#)

[Next »](#)

[Question 1 is a screener. Different responses will take respondents to different questions, as outlined below. Respondents will be shown only those questions that apply to their primary groups of schedules.]

Option A – Administrative and Office Support



Loyalty and Satisfaction

2. **(Required)** Please rate each of the following:

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely
How likely are you to recommend this program to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to renew your contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you had the option, how likely would you be to consider this as your first choice for government acquisition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. **(Required)** Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Subject matter expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **(Required)** Please consider all of your experiences interacting with this program/vehicle and rate your overall level of satisfaction:

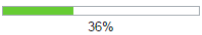
	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What could this program/vehicle do to enhance the services it provides to you? Please select all that apply.

- Enhance relationships
- Improve technology
- Offer industry days
- Provide more training
- Provide more timely communication
- Provide advance notice of changes
- Improve flexibility
- Other

« Back

Next »



Experiences

6. How satisfied are you with the business development and marketing support, including published contacts, that GSA provides to help you succeed?

Very Dissatisfied Dissatisfied Neither Satisfied or Dissatisfied Satisfied Very Satisfied

7. Did you know that updating your Point of Contact information in E-Library requires a contract modification?

- Yes
- No
- I'm not sure

8. Do you consider GSA a true Industry Partner?

- Yes
- No
- I'm not sure

9. It is very beneficial for business development to be registered for email notifications from GSA E-Buy. Do you know how to register for E-Buy notifications?

[Please Select] ▾

« Back

Next »

Options for Question 9:

- Yes
- No
- I'm not sure



81%

Experiences

10. What barriers, roadblocks or disadvantages, if any, preclude or prevent your customers from using your Schedule contracts? Select all that apply.

- Agency Policy
- Communications
- IT Systems
- Modifications
- Pricing
- Procurement Law
- Regulations
- Response Time
- Other

11. To what extent are your sales negatively impacted by these barriers?

Not At All Impacted Slightly Impacted Somewhat Impacted Very Impacted Extremely Impacted Not Applicable

12. How often does your company review your approved price list for competitive pricing compliance?

[Please Select] ▾

13. Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Creating Contract Teaming Arrangements to support your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your industry's perception of GSA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Contracting Officer's timeliness in responding to questions, problems, or concerns that you have had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The GSA Vendor Support Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Next »

Options for Question 12:

- Weekly
- Monthly
- Quarterly
- Annually

- Other

17. What are GSA Acquisition Operations' weaknesses?

18. Approximately how much in dollars would you estimate it cost you to get on schedule?

19. Please provide any additional comments.

« Back

Next »

16. What are GSA Acquisition Operations' strengths?

Demographics

20. **(Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contact actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

21. **(Required)** How do you designate the size of your business?

[Please Select] ▼

22. **(Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

[Please Select] ▼

23. **(Required)** What are your annual GSA contract sales?

[Please Select] ▼

« Back

Submit

Options for Question 21:

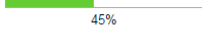
- Large
- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

Options for Question 22:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 23:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know



Experiences

6. What is the primary area in which you provide products or services under the Workplace Environment (WE) category?

- Audio/Visual Equipment and Services
- Comprehensive Furniture Management Services
- Furnishings and Floor Coverings
- Furniture
- Imaging and Document Solutions
- Sports, Promotional, Outdoor, Recreation, Trophies and Signs (SPORTS)

7. Does your company have a designated Point of Contact for GSA Schedule sales?

- Yes
- No
- I'm not sure

8. Who do you reach out to most often when in need of Schedule contract assistance?

- Business Development Specialist
- Contracting Officer
- Customer Service Representative
- Vendor Support Center
- Other

5. What could this program/vehicle do to enhance the services it provides to you? Please select all that apply.

- Enhance relationships
- Improve technology
- Offer industry days
- Provide more training
- Provide more timely communication
- Provide advance notice of changes
- Improve flexibility
- Other

[← Back](#)

[Next →](#)

Option B – Integrated Workplace Acquisition

9. What self-service tool would you like to see added to the Vendor Support Center website to manage your contract?

10. What types of vendor training are most important to you?

« Back

Next »



81%

Experiences

11. What barriers, roadblocks or disadvantages, if any, preclude or prevent your customers from using your Schedule contracts? Select all that apply.

- Agency Policy
- Communications
- IT Systems
- Modifications
- Pricing
- Procurement Law
- Regulations
- Response Time
- Other

12. To what extent are your sales negatively impacted by these barriers?

Not At All Impacted Slightly Impacted Somewhat Impacted Very Impacted Extremely Impacted Not Applicable

13. How often does your company review your approved price list for competitive pricing compliance?

[Please Select] ▾

14. Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Creating Contract Teaming Arrangements to support your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your industry's perception of GSA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Contracting Officer's timeliness in responding to questions, problems, or concerns that you have had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The GSA Vendor Support Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Next »

Options for Question 13:

- Weekly
- Monthly
- Quarterly
- Annually
- Other

Feedback

15. How is the MAS Program superior to other Acquisition vehicles available to you?

16. How is the MAS Program inferior to other Acquisition vehicles available to you?

17. What are GSA Acquisition Operations' strengths?

18. What are GSA Acquisition Operations' weaknesses?

19. Approximately how much in dollars would you estimate it cost you to get on schedule?

20. Please provide any additional comments.

Demographics

21. **(Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contact actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

22. **(Required)** How do you designate the size of your business?

23. **(Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

24. **(Required)** What are your annual GSA contract sales?

« Back

Submit

Options for Question 22:

- Large

- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

Options for Question 23:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 24:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know

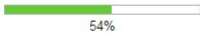
Option C – Facilities Maintenance and Hardware

5. What could this program/vehicle do to enhance the services it provides to you? Please select all that apply.

- Enhance relationships
- Improve technology
- Offer industry days
- Provide more training
- Provide more timely communication
- Provide advance notice of changes
- Improve flexibility
- Other

« Back

Next »



Experiences

6. Do you have a BMO Contract?

- Yes
- No
- I'm not sure

4. **(Required)** Please consider all of your experiences interacting with this program/vehicle and rate your overall level of satisfaction:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Beyond lower pricing, what value-added service(s) does your company provide to federal customers? Select all that apply.

- Improved utility efficiency
- Innovations in building management
- Strategic asset management
- Other

8. In what area of federal facilities maintenance services does your company believe it can most improve?

- Quality
- Savings
- Other

9. Do you hold a Schedule 51V contract?

- Yes
- No
- I'm not sure

10. Can you comply with the new standardized delivery time requirement of 3-5 days for CONUS shipments?

- Yes
- No
- I'm not sure

11. Are you able to ship via APO/FPO

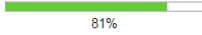
- Yes
- No
- I'm not sure

12. Do you feel informed around the causes of frustrated freight?

- Yes
- No
- I'm not sure

« Back

Next »



Experiences

13. What barriers, roadblocks or disadvantages, if any, preclude or prevent your customers from using your Schedule contracts? Select all that apply.

- Agency Policy
- Communications
- IT Systems
- Modifications
- Pricing
- Procurement Law
- Regulations
- Response Time
- Other

14. To what extent are your sales negatively impacted by these barriers?

- Not At All Impacted Slightly Impacted Somewhat Impacted Very Impacted Extremely Impacted Not Applicable

15. How often does your company review your approved price list for competitive pricing compliance?

[Please Select] ▾

16. Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Creating Contract Teaming Arrangements to support your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your industry's perception of GSA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Contracting Officer's timeliness in responding to questions, problems, or concerns that you have had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The GSA Vendor Support Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Next »

Options for Question 15:

- Weekly
- Monthly
- Quarterly
- Annually
- Other



90%

Feedback

17. How is the MAS Program superior to other Acquisition vehicles available to you?

18. How is the MAS Program inferior to other Acquisition vehicles available to you?

19. What are GSA Acquisition Operations' strengths?

20. What are GSA Acquisition Operations' weaknesses?

21. Approximately how much in dollars would you estimate it cost you to get on schedule?

22. Please provide any additional comments.

« Back

Next »



100%

Demographics

23. **(Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contact actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

24. **(Required)** How do you designate the size of your business?

25. **(Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

26. **(Required)** What are your annual GSA contract sales?

« Back

Submit

Options for Question 24:

- Large
- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

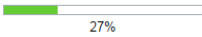
Options for Question 25:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 26:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know

Option D – General Supplies and Building Services



Loyalty and Satisfaction

2. **(Required)** Please rate each of the following:

	Very Unlikely	Unlikely	Neutral	Likely	Very Likely
How likely are you to recommend this program to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to renew your contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you had the option, how likely would you be to consider this as your first choice for government acquisition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. **(Required)** Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Subject matter expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. **(Required)** Please consider all of your experiences interacting with this program/vehicle and rate your overall level of satisfaction:

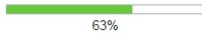
	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What could this program/vehicle do to enhance the services it provides to you? Please select all that apply.

- Enhance relationships
- Improve technology
- Offer industry days
- Provide more training
- Provide more timely communication
- Provide advance notice of changes
- Improve flexibility
- Other

« Back

Next »



Experiences

6. Which Schedule Contract(s) do you hold? Select all that apply.

- Schedule 56
- Schedule 66
- Schedule 73
- Schedule 84

7. What can Acquisition Operations do to improve our partnership with your organization?

8. What training would you like us to offer to better assist you in doing business with the Government? Select all that apply.

- Marketing GSA Schedules
- GSA Advantage!
- E-Buy
- Modification Process
- Business Opportunities
- Other

9. Approximately what percentage of your Federal government customers are familiar with the products and services GSA offers?

[Please Select] ▼

10. Other than through GSA, how do your Federal government customers purchase products and services?

11. Does your company use Electronic Data Interchange (EDI)?

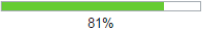
- Yes
- No
- I'm not sure

« Back

Next »

Options for Question 9:

- < 5%
- 5-24%
- 25-49%
- 50-74%
- 75-100%
- I don't know



Experiences

12. What barriers, roadblocks or disadvantages, if any, preclude or prevent your customers from using your Schedule contracts? Select all that apply.

- Agency Policy
- Communications
- IT Systems
- Modifications
- Pricing
- Procurement Law
- Regulations
- Response Time
- Other

13. To what extent are your sales negatively impacted by these barriers?

- Not At All Impacted Slightly Impacted Somewhat Impacted Very Impacted Extremely Impacted Not Applicable
-

14. How often does your company review your approved price list for competitive pricing compliance?

[Please Select] ▼

15. Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Creating Contract Teaming Arrangements to support your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your industry's perception of GSA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Contracting Officer's timeliness in responding to questions, problems, or concerns that you have had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The GSA Vendor Support Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Next »

Options for Question 14

- Weekly
- Monthly
- Quarterly
- Annually
- Other

20. Approximately how much in dollars would you estimate it cost you to get on schedule?

21. Please provide any additional comments.

[« Back](#)

[Next »](#)

16. How is the MAS Program superior to other Acquisition vehicles available to you?

17. How is the MAS Program inferior to other Acquisition vehicles available to you?

18. What are GSA Acquisition Operations' strengths?

19. What are GSA Acquisition Operations' weaknesses?

Demographics

22. **(Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contact actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

23. **(Required)** How do you designate the size of your business?

[Please Select] ▼

24. **(Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

[Please Select] ▼

25. **(Required)** What are your annual GSA contract sales?

[Please Select] ▼

« Back

Submit

Options for Question 23:

- Large
- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

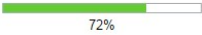
Options for Question 24:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 25:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know

Option E – Professional Services



Experiences

6. Do you participate in the monthly Professional Services Schedule (PSS) webinars?

- Yes
- No

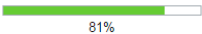
If you had the option, how likely would you be to consider this as your first choice for government acquisition?

3. (Required) Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Subject matter expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. (Required) Please consider all of your experiences interacting with this program/vehicle and rate your overall level of satisfaction:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Experiences

21. What barriers, roadblocks or disadvantages, if any, preclude or prevent your customers from using your Schedule contracts? Select all that apply.

- Agency Policy
- Communications
- IT Systems
- Modifications
- Pricing
- Procurement Law
- Regulations
- Response Time
- Other

22. To what extent are your sales negatively impacted by these barriers?

Not At All Impacted Slightly Impacted Somewhat Impacted Very Impacted Extremely Impacted Not Applicable

23. How often does your company review your approved price list for competitive pricing compliance?

[Please Select] ▾

24. Please rate your level of satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Creating Contract Teaming Arrangements to support your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your industry's perception of GSA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your Contracting Officer's timeliness in responding to questions, problems, or concerns that you have had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The GSA Vendor Support Center.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Next »

20. If you are not an active member of the OASIS Shared Interest Group, what is preventing your participation?

« Back

Next »

Options for Question 23:

- Weekly
- Monthly
- Quarterly
- Annually
- Other

Options for Question 32:



100%

Demographics

31. **(*Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contract actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

32. **(*Required)** How do you designate the size of your business?

[Please Select] ▼

33. **(*Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

[Please Select] ▼

34. **(*Required)** What are your annual GSA contract sales?

[Please Select] ▼

« Back

Submit

Feedback

25. How is the MAS Program superior to other Acquisition vehicles available to you?

26. How is the MAS Program inferior to other Acquisition vehicles available to you?

27. What are GSA Acquisition Operations' strengths?

28. What are GSA Acquisition Operations' weaknesses?

29. Approximately how much in dollars would you estimate it cost you to get on schedule?

30. Please provide any additional comments.

« Back

Next »

Options for Question 32:

- Large
- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

Options for Question 33:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 34:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know

Option F - N/A



100%

Demographics

2. **(*Required)** Please select the contract solutions through which you provide products or services. Select all that apply.

- GSA Multiple Awards Schedule (MAS Schedules)
- GSA Government-Wide Acquisition Contracts (GWACs)
- Multiple award Indefinite-Delivery, Indefinite-Quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contact actions
- Other U.S. government-wide contract vehicles
- Other State and Local contract vehicles
- Other

3. **(*Required)** How do you designate the size of your business?

[Please Select] ▼

4. **(*Required)** Approximately, what percentage of your annual sales are through a GSA contract solution?

[Please Select] ▼

5. **(*Required)** What are your annual GSA contract sales?

[Please Select] ▼

« Back

Submit

Options for Question 3:

- Large
- Small
- Small Disadvantaged (8a)
- Woman-Owned Small Business (WOSB)
- Veteran-Owned Small Business (VOSB)
- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- Qualified HubZone

Options for Question 4:

- < 5%
- 5% - 24%
- 25% - 49%
- 50% - 74%
- 75% - 100%
- I don't know

Options for Question 5:

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000
- I don't know

